

U.S. Department of Energy

Records Management Division

Project Definition for the Records Management E-Mail Pilot



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*Office of the Chief Information Officer
Office of Records and Business Management*

Title Page

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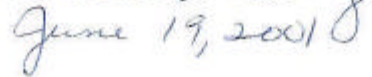


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1.0 Mission

The Office of the Business and Records Management ensures that the Department's recorded information is managed in an economical, effective, and efficient manner throughout its life cycle in support of mission accomplishment and accountability. This encompasses the creation, maintenance, use, disposition, donation, and preservation of records, regardless of media.

1.1 Forward

The requirement for a records management e-mail pilot resulted from concerns within the Department regarding the use of e-mail. Based upon content, e-mail messages have the potential to be DOE record material. As a result, there is a concern that e-mail that could potentially be records, are not being captured and of those which are being captured, are set up to be automatically deleted from the end users' mailbox. The need has risen to establish the awareness that electronic mail must be managed the same way all documents and records are managed in accordance with established Departmental policy, and to provide the tool that may be used to manage the e-mail messages as records.

Secondly, e-mail systems are not designed to be used as long-term storage repositories. Eventually, e-mail that is kept for a long duration will have to be deleted or disk space increased on the network to accommodate storage of the e-mail. Additionally, e-mail systems do not allow for applying schedules for retention/disposal of records as defined by the National Archives and Records Administration (NARA) and Departmental policy. The end user then becomes dependent on backup tapes to retrieve e-mail if necessary. Tape backups are designed for disaster recovery, not records management. When searching for specific e-mail messages on backup tapes, each e-mail must be viewed individually because queries cannot be performed on backup tapes. As a result, the research involved in identifying specific e-mail messages can be very costly depending upon the time spent reviewing the backup tape.

Finally, there is the concern that "junk" mail may be contributing to the accumulation of e-mail messages and thereby cluttering the e-mail system. Because the Office of the CIO does not have a mandate on limiting disk space for the end users, individuals store messages indefinitely and run the risk of receiving error messages that their system has "run out of space and that messages must be deleted or archived." Typically, rather than deleting or archiving, the end user will request more disk space.

1.2 Endorsement

The DOE Chief Information Officer approved the implementation of the e-mail pilot project. The Deputy Secretary and the Office of the General Counsel gave full endorsement to the project.

1.3 Projects in Conjunction with the E-mail Pilot

The e-mail records management pilot project is being coordinated with other information technology projects. The organizational scope of the e-mail pilot is the same as these projects that were originally part of the Common Information Technology Infrastructure Services (CITIS). The summaries are as follows:

1.3.1 Storage Area Network (SAN)

This project entails increasing the disk capacity of the network to accommodate the continuous growth of end users' Outlook mailboxes and the ForeMost Records Repository. The additional storage capacity, when added, will accommodate the storage needs of e-mail records.

1.3.2 Tivoli Software Project (TSP)

This project entails using the software product, Tivoli, to load the ForeMost application software onto multiple desktops by installing the software from the server, thereby eliminating the need for visitation to the individual's desktop to load the software.

1.4 Critical Success Factors

There are several factors that could be considered as critical to the success of this pilot. Among the most notable are:

- Having appropriate resources (staff and money)

Presently, a technical team to implement and maintain the ForeMost records management system has not been officially identified. The requirements for installation and maintenance of the system are beyond the scope of any existing technical support contract in place at this point. While some funding exists, additional funding must be appropriated to complete the pilot, implement the records management system and provide maintenance for the records management system.

- Successful Record Retrieval

Key to promoting the use of the electronic records management software system is the availability of the stored documents to the end users in a simple and timely fashion. Once reliance on retrieval is proven, resistance to the minimal overhead needed to "classify" a record will be reduced.

- ForeMost running in a clustered network environment

The ForeMost software has to be configured to operate in our network environment. There are numerous software applications on the network which are utilized daily to accomplish the mission of this organization. It is not incumbent upon our network engineers to reconfigure the entire network in order to run one software application.

- Participation of organizations

Without the participation and cooperation of the pilot organization, an in-depth analysis of the performance of the software cannot be obtained.

- Expandability after initial implementation

The main goal of this project is to prove that the records schedules and retention/disposition instructions can be administered electronically. E-mail was chosen over the other business processes for this pilot because it has been noted that a significant

volume of DOE business is conducted via the use of e-mail. Upon completing the e-mail pilot, and proving the intended concept, there are future plans to expand the pilot to word processing, spreadsheet, and presentation documents and to other program offices within the DOE.

- Conquering Resistance to Change (RTC)

Automating a business process will be met with skepticism at first thereby creating a strong resistance to changing the way one performs his/her duties. Conquering RTC will require informing the end users of the benefit of the change, i.e., how the change will make their job easier to perform. It will also require patience, understanding and perseverance on the part of those who are instituting the change.

2.0 Scope

The scope of the records management e-mail pilot will focus on applying records management practices to e-mail and the accompanying attachments. End users have the capability to electronically apply the records retention and disposition schedules to e-mail messages that have been identified as ¹official government records.

This pilot is being conducted in the Office of the Chief Information Officer (CIO), SO-30. There will be a total of approximately 400 end users consisting of federal employees and contractor employees. The SO- organizations will be phased in at intervals. The pilot is targeted for completion by the end of fiscal year 2001.

2.1 Activities outside the Scope of this Project

Backfile conversion of existing e-mails prior to implementation is outside the scope of this project. Data entry will consist of those e-mails created/received on the day of implementation and thereafter. However, bulk backfiling of e-mail/attachments on end users' workstations can be performed by the end user after training.

The other major business processes, presentations, spreadsheets, and word processing are also outside the scope of this project unless they are attachments to the e-mails.

2.2 Objective

The objective of the e-mail pilot is to demonstrate the concept of electronic records management for e-mail and e-mail attachments. Upon successfully proving the concept, a records management system application may be implemented at other DOE headquarters and field offices. A directive on management of electronic records will be based on the parameters/success of the pilot.

2.3 Deliverables

The project will deliver an automated method for applying the NARA- and DOE-approved schedules to e-mail records. In conjunction with the installation of the ForeMost software, the vendor, TrueArc is expected to provide the following deliverables:

- Software for installation.
- Appropriate application program interface(s) (API) for office software other than that sold by Microsoft, e.g., WordPerfect, Lotus 1-2-3.
- Training manuals
- Administrators' guides
- Documentation on the installation and maintenance of the ForeMost software

¹ Meeting the NARA-approved definition of a record.

- Documentation on issues and resolutions revolving around the installation of the ForeMost software
- Eighty hours of technical services, which are included with the initial purchase of the ForeMost software, including initial training in the use of the software.

2.4 Assumptions, Constraints, and Dependencies

Assumption: The pilot will be coordinated among the CIO Records Management Division, and the Operations Division.

Assumption: That funding will be made available to continue the pilot and will be available for training and implementation.

Constraint: A “technical support” team that will be responsible for implementing the pilot has not been identified.

Constraint: Resources required for testing the compatibility of ForeMost with existing network applications are not available.

Dependency: The file plans and schedules must be loaded into the system.

Dependency: Storage space on the network will have to be available.

Dependency: The client software will be installed on the end users workstation via the network or by visitations to each individual workstation.

2.5 Assigned Resources

There are several groups that are being relied upon for the success of this pilot project. The Records Management Division is the only “assigned” resource. Ad hoc assistance from the Operations Division, specifically, the E-mail group and the desktop support group will continue to support the pilot project as needed. Each group has its own “mini” or “sub” project plan that provides input into the overall project plan monitored by the project manager.

2.6 Risk Management

2.6.1 Risk Category: Initial Loss of Productivity

The end users may initially lose some productivity while they learn the new system and make decisions as to whether the e-mail is a record or not. Providing appropriate training will mitigate these effects.

2.6.2 Risk Category: Resource Availability

Generally, operating under a matrix of skills allows for flexibility of the appropriate specialist to be available when needed. Conflicts may arise when multiple managers require time from the same resources. Barring any overriding priorities, circumvent

conflicts by applying time management via a detailed project plan and narrative. This will keep the appropriate people in the matrix engaged and knowledgeable.

2.6.3 Risk Category: User Avoidance of System

Until the AutoRecords tool “learns” the content of the information being entered into the system, the end users will be relied upon to enter the metadata in order to build the database. As a result, the end user may choose to bypass the system altogether by indicating, “No” when prompted, “File to Corporate Records?” This potential avoidance can be mitigated by the use of the autofill feature of the AutoRecords to enter as much of the metadata as possible for the end user.

3.0 Implementation Approach

The pilot will be rolled out at intervals, beginning with the Records Management Division and the Records Administrators. This group will test the system, using defined test scenarios. Upon evaluation of the testing, the rollout will continue in phases, one organization at a time. “Power users”, i.e., end users who conduct government business extensively through the use of e-mail will be particularly targeted for monitoring.

4.0 Management Approach

The success of this pilot project is dependent upon the collaboration, coordination and cooperation between the workgroups involved in this pilot. The composition of the pilot team is a matrix of records managers, e-mail engineers, desktop engineers, helpdesk technicians and end users.

4.1 Roles and Responsibilities

The following chart defines the Project Team and responsibilities for the e-mail pilot. This project will involve all of the listed functional areas of expertise at various times throughout the project.

Role	Name	Org	Project Development Responsibility
System Owner	Lorretta Bryant	SO-312	Has oversight responsibility of the system once the pilot moves to the production stage.
System Administrator	Jay Blewett	SO-312	Sets up accounts and access levels. Defines users' profiles, and access functions. Adds users and groups.
Project Manager	Lorretta Bryant	SO-312	Plans and directs the project. Identifies the project team. Coordinates resolution of issues. Provides regular and timely communication.
Program Manager	Su Frey	SO-312	Has overall responsibility and accountability for the system and data. Helps resolve conflict. Promotes pilot effort among senior management.
Configuration Manager	Jay Blewett	SO-312	Responsible for installation of records management software. Identifies potential configuration issues that may affect the network. Assist the database administrator.
Database Administrator	Claudia Williams	SO-312	Collects, reviews, and prepares the file plans and schedules for entry into the database. Enters the data and keeps the data up to date.
Network Administrator	Charlie Smith	SO-34	Provides server support for installing ForeMost on servers and maintaining the storage area for e-mail.
Desktop Administrator	Gloria Paige Victor Huong	SO-34	Coordinates desktop support for installing ForeMost on the desktop clients in Forstl.
Helpdesk Support	Travis Walter	SO-34	Provides support for installing ForeMost on the desktop clients in GTN. Provides input to vendor on configuration setups on GTN desktop clients.
End User Support	Toby Henderson Tracey Foster To be Determined	SO-312 SO-34 MA-	To provide input from an end user perspective on the effectiveness of the file plans, records management training required, and other aspects as required.

4.2 Managing Issues

The Project Manager will do resolution to issues that may arise in an orderly and timely manner. If the Project Manager cannot resolve the issue in a timely manner, the Project Manager will seek the advice of the Program Manager.

4.3 Project Tracking and Control

There are three “mini” project plans that makeup the overall project plan for this pilot. The e-mail operations group project plan covers tasks associated with the storage area of the network for the e-mail and the installation of the records management software. The desktop support group project plan covers tasks associated with the integration of the records management software with Tivoli that will be used to install the records management software on the desktops. The records management division project plan covers tasks associated with populating the records management database with the file plans and schedules. The lead project manager monitors the overall project plan, which covers tasks associated with all three groups.

4.3.1 Project Checkpoints

Each stage of development will conclude with a formal checkpoint called a stage exit. A successful Stage Exit shows that all deliverables due to date have been completed, all outstanding issues have an acceptable action plan, and the next stage of the project is planned well.

Appendix A of this document provides a detail of the project plan with scheduled and actual plan/completion dates.

5.0 Technical Approach

The technical approach is a design plan, which includes having the ForeMost software installed on two servers running independently of each other in a “clustered network”. One server will be in an “active” mode while the other is in a “passive” mode. If the Search and Enterprise services on the active server fail, the services on the “passive” server will automatically activate without the end users becoming aware that a failure has occurred. Thus, eliminating the possibility of “down time.” Both servers will communicate with the SQL database via TCP/IP protocol.

5.1 Server Components

There are currently two Compaq NT servers, 800mhz with 30 gigs of RAM that support the following services: ForeMost Document Service, Search Server Service, and ForeMost Enterprise Services.

5.2 Client Components

ForeMost Enterprise application executes within Windows 95, Windows 98, Windows NT workstation 4.0 and Windows 2000 Professional.

5.3 Network Connectivity

The default network connectivity configuration is to connect clients to the ForeMost Enterprise Services via the Distributed Compound Object Model (DCOM).

6.0 Configuration Management

The Records Management E-mail Pilot Project Team will be responsible for managing configuration changes for the records management system. The team must assess the impact of the configuration change being considered and determine if the change meets the criteria for reporting to the Configuration Control Board (CCB). If the change meets the criteria, the team must determine if the change is “controlled” or “information” and report it appropriately.

The Records Management (RM) project manager and Pilot Project Team will ensure that the ForeMost Enterprise Application is implemented in a consistent and well-documented manner. All pertinent documentation will be provided to the SO-312 Manager. The RM project manager will ensure that the application meets all security configuration requirements defined by the SO-34 Security Manager (NSM) and the CSPP. The software vendor and support service contractor will follow a change control policy that includes documentation, archive configurations, and configuration changes made during the installation and initial acceptance testing of the project.

In concert with this planned installation, a Configuration Change Proposal (CCP), “controlled” or “information-only”, will be submitted to the Change Control Board (CCB) for review and final approval. The CCP form is used for requesting new requirements, modifications or enhancements, and upgrades to current Operating Communities. CCPs are distributed to the CM-Secretariat for review and approval prior to distribution. If the CCP is “Controlled”, a review by a Technical Review Group will be required before sending it to the Change Control Board (CCB).

7.0 Security

The records management system will not be handling any classified documents, but will contain sensitive information, e.g., personnel, privacy act, etc. The system is designed to restrict users and organizations' access rights. This is accomplished by first creating an account for the users. Then defining the Access Control List (ACL) for users who are allowed access to the folders and the documents. The privileges for the members of the ACL are established, including the portions of the File Plan to which they have access. Security levels for the users and ACLs are established. The File Plan is also provided with Security classifications by folder or even by document.

All end users who create records will have access to the records management system. The system administrator in the Records Management Division establishes user access levels to the records. The system administrator who completes the user preferences creates the initial access accounts by defining the user and assigning them to the appropriate ACL (s). Users will have a logon ID and password. Security levels are set so that the end user will be able to view all records at that selected security level. Eventually, the designated records administrators in each organization will assume the responsibility of creating user accounts for their respective organizations.

The records and record indexing information are stored in SQL Server databases located in the Germantown Computing Center on the DOERM Storage Area Network. Security provisions of ForeMost and passwords for LAN and ForeMost protect access to the records and the ForeMost system. Each user account has unique privileges as appropriate to the functions performed by that User. Standard backup protocols ensure the contents of the databases are not lost.

Contingency planning is reviewed in more detail in the "Contingency Plan for the CIO Records Management System (CIORMS)" document. The plan explains backup, restoration, and disaster recovery by addressing the following concerns:

- System Backup
- System Failure
- Contingency Plans
- Data Recovery

The records management system has NO requirements to transfer data to another resource or system.

The records management system server components are physically located in the Germantown facility in room CA-006. This is a secure area and is maintained within the firewall.

8.0 Testing Strategy

Details for testing the ForeMost software are documented in a separate test plan. Test scenarios will be used to evaluate the functionality and performance in the CIO LAN environment.

Prior to production implementation, the ForeMost software will require several types of validation testing. The testing includes the following:

Performance and Functionality: Records Management Division and selected individuals.

Network Testing: The Operations Division (SO341) completed the following install and network testing activities.

Two Compaq cluster servers were attached to the network prior to beginning the installation. The Compaq SmartStart CD was used to create a RAID 1 (mirrored) 8gb disk drive on each server, using the two 9gb local disk drives on each of the cluster servers. The SmartStart CD was used to start the Windows NT Enterprise Server installation on the cluster server pairs: doerm-1 and doerm-2. A 4gb partition was created on the servers during installation to contain the NT operating system.

NT Service pack 3 and Microsoft Cluster services were then installed on each server from the NT Enterprise CD. A 35gb RAID 5 array was created on the cluster disk drives (drive e:). This verified connectivity to the cluster disk drives from at least one node.

Network connectivity was tested by using Microsoft Explorer to browse domains and nodes on the network. After partitioning and formatting the clustered drive, the cluster “fail over” was tested by using the “Initiate Fail Over” feature in the Cluster Administrator MMC, and by shutting down the node that was running the clustered services. The “fail over” was verified using the Cluster Administrator and observing that the clustered services came online on the clustered server node that was still running the “fail over” node, and the clustered disk drive was accessible from that node using Microsoft Explorer. This also tests the virtual network connectivity between the two cluster nodes.

NT Service pack 6 and Microsoft SQL version 7 were then installed on the two nodes. The SQL services were clustered. Once again the “fail over” tests were performed to make sure that all the clustered services were able to come online on the “fail over” node.

The TrueArc representative installed the Foremost software on both server nodes. The Foremost services were clustered. The “fail over” tests were performed again after the installation. After making some configuration adjustments to the Foremost and/or NT software tests were **successful**. The TrueArc representative tested database connectivity by creating a database that would be used with the Foremost application. Foremost client testing was performed after database connectivity was verified and tested.

Client Testing with Tivoli: The Operations Division (SO341). Worked with ForeMost to get up to date requirements for ForeMost client workstations. Using Tivoli Inventory, ran initial 20-30 users inventory to verify systems met requirements. Some systems did

not meet 64 MB RAM requirements initially. Appropriate workorders or actions were taken to bring the systems to proper ForeMost requirements.

ForeMost requires two key items for it's ForeMost requirement. The first is Microsoft MDAC 2.5 or higher. MDAC stands for Microsoft Data Access Components. This is considered an OS upgrade and a reboot upon completion. We noticed that MDAC has a version 2.6, which seems to be a better code of MDAC component. MDAC 2.6 also has an uninstall feature that is missing from MDAC 2.5.

Built Qty-4 workstations for sole purpose of testing ForeMost client with D.O.E. core applications. Various systems with Windows 95B, Windows 98, Windows NT 4.0, and Windows 2000 have been configured with Office 97 or Office 2000, WordPerfect 8.0, Outlook 97 98 and 2000, and database applications including: CHRIS, Travel Manager, and DOCS (still working). Testing of systems will begin with verification of MDAC 2.5 or greater and then a push of MDAC 2.6 (except Windows 2000 workstation which meet proper requirements out of the box) via Tivoli out to workstations to verify that data applications are still functioning properly. Second phase will test the ForeMost client push via Tivoli.

We built a "file package" for MDAC 2.6 that Tivoli uses to push out the software. This file package will install "silently" and will not reboot the machine. Tested this on the test systems we have in the lab. All were file package pushes were successful. Tested the file package push to Qty-5 test users in Germantown and Forrestal. All pushes were successful without any known problems.

9.0 Training

There will be three types of training sessions conducted in preparation for this pilot. The following is a summary of each training area required:

End User - This ½ day training is designed to teach users the functionality of the ForeMost software. Included in this training is instruction on how to identify records. All participants are expected to attend this training.

Systems Configuration and Records Administration – This two-day class is designed to teach administrative tasks such as setting up accounts, access groups, profile design, etc. All records administrators are expected to attend this training.

Train-the-Trainer (a one-time event) – This one-day class is designed for individuals who will be instructing the end user in the use of the ForeMost Enterprise software. The instructors identified through the submission of training proposals of competing training vendors, will attend this training. Upon completion of the training, the instructors will train the remaining CIO staff.

As indicated above, training for the end users will be a ½-day class. The TrueArc trainers will train the Records Management Division staff and the Records Administrators onsite. In addition, TrueArc will train two DOE-identified instructors. Upon completion of the “train-the-trainer” session, the instructors will assume the training responsibilities from Provenance.

ForeMost will be deployed to the end users’ workstation within one day of having completed the training.

The training room at the Germantown can accommodate up to 16 end users per session. Potentially, thirty-two people a day can be trained. The training room at the Forrestal facility can accommodate up to 14 people a session.

ForeMost Enterprise 2 Installation training supporting system infrastructure will not be conducted at this time. Presently, TrueArc will be relied upon to support the system infrastructure through the procurement of their professional services technical support.

10.0 Contingency Planning and Disaster Recovery

Disaster recovery and backup plans exist for the CIO network and are maintained in the Operations Division. Contingency plans for the records management system will address procedures to be carried out in the event of a system failure. The plans will be derived from the existing plans covering the network in general.

The CIO Mainframe Disaster Recovery Plan includes specific systems that the system owners identify as vital. The CIO records management system is identified as a vital system because of the fact that in the unlikelyhood that the system would fail, all of the records contained therein would be lost. A request will be made to include the CIO records management system ForeMost Enterprise 2, in the Mainframe Disaster Recovery Plan.

11.0 Quality Assurance

Assessments will be conducted toward the end of each major milestone. The current major milestones at this time are:

- May 2001 - **Complete the ForeMost/Tivoli Compatibility Testing**
Complete first round of End User ForeMost Training
Complete Train-the-Trainer Instruction at TrueArc
- June 2001 - **Implement ForeMost training by DOE in-house Trainers**
Complete Collaborative ForeMost Training with Fossil Energy (FE)
Post E-Mail Pilot Project information on Records Management Website

12.0 Budget

The pilot was originally funded as part of the CITIS project. Funding was provided for the purchase of the ForeMost software for 2500 user licenses. Additional funding to continue the project has been requested.

The FY 2001 funding will be used to provide:

- System Maintenance
- Training
- Helpdesk Support (SO-34)

In addition, funding will be required to allow for the expansion of the project to additional offices and/or locations.

13.0 Appendices

Appendix – A ForeMost WBS

Task Name	Duration	Start	Finish
Management and Planning	54 days	10/2/00 8:00	12/14/00 17:00
Determine the Requirements	54 days	10/2/00 8:00	12/14/00 17:00
Do an analysis/build a business case	10 days	10/2/00 8:00	10/13/00 17:00
Get analysis/case approved	14 days	10/16/00 8:00	11/2/00 17:00
Document Sr Mgt Support	30 days	11/3/00 8:00	12/14/00 17:00
Determine the Budget	16 days	10/2/00 8:00	10/23/00 17:00
Estimate Cost of Hardware	2 days	10/2/00 8:00	10/3/00 17:00
Estimate Cost of Software	14 days	10/4/00 8:00	10/23/00 17:00
Determine Installation & Maintenance Costs	2 days	10/2/00 8:00	10/3/00 17:00
Cost for Technical Support	2 days	10/2/00 8:00	10/3/00 17:00
For the Network Engineers	1 day	10/2/00 8:00	10/2/00 17:00
For the Desktop Engineers	2 days	10/2/00 8:00	10/3/00 17:00
For the Helpdesk Support	2 days	10/2/00 8:00	10/3/00 17:00
For the Vendor	2 days	10/2/00 8:00	10/3/00 17:00
Cost for Training	1 day	10/2/00 8:00	10/2/00 17:00
For Trainers	1 day	10/2/00 8:00	10/2/00 17:00
For Documentation	1 day	10/2/00 8:00	10/2/00 17:00
For Facilities	1 day	10/2/00 8:00	10/2/00 17:00
Establish Project Team(s)	5 days	10/2/00 8:00	10/6/00 17:00
Determine E-Mail Pilot Project Team	5 days	10/2/00 8:00	10/6/00 17:00
Determine Evaluation/Process Improvement Team	5 days	10/2/00 8:00	10/6/00 17:00
Negotiate Commitment & Approval of Teams	5 days	10/2/00 8:00	10/6/00 17:00
Identify Participating SO Organizations	5 days	10/2/00 8:00	10/6/00 17:00
Determine Points of Contacts in SO Orgs	5 days	10/2/00 8:00	10/6/00 17:00
SO-30	1 wk	10/2/00 8:00	10/6/00 17:00
SO-31	1 day	10/2/00 8:00	10/2/00 17:00
SO-33	1 day	10/2/00 8:00	10/2/00 17:00
SO-34	1 day	10/2/00 8:00	10/2/00 17:00
SO-343	1 day	10/2/00 8:00	10/2/00 17:00
SO-344	1 day	10/2/00 8:00	10/2/00 17:00
Identify Participating HQ Staff Offices	19 days	10/2/00 8:00	10/26/00 17:00
Determine Points of Contacts in HQ Staff Offices	5 days	10/2/00 8:00	10/6/00 17:00
MA	1 wk	10/2/00 8:00	10/6/00 17:00
CR	1 day	10/2/00 8:00	10/2/00 17:00
GC	1 day	10/2/00 8:00	10/2/00 17:00
WT	1 day	10/2/00 8:00	10/2/00 17:00
CI	1 day	10/2/00 8:00	10/2/00 17:00
PC	1 day	10/2/00 8:00	10/2/00 17:00
ED	1 day	10/2/00 8:00	10/2/00 17:00
IA	1 day	10/2/00 8:00	10/2/00 17:00
PA	1 day	10/2/00 8:00	10/2/00 17:00
PO	1 day	10/2/00 8:00	10/2/00 17:00
SO-20	1 day	10/2/00 8:00	10/2/00 17:00
Secretary's Office	1 day	10/2/00 8:00	10/2/00 17:00
Meet with POCs	14 days	10/9/00 8:00	10/26/00 17:00
Identify Mission & Records	10 days	10/9/00 8:00	10/20/00 17:00
Obtain File Plans/RIDS	1 day	10/23/00 8:00	10/23/00 17:00
Obtain Org Charts w/Staff Names	1 day	10/24/00 8:00	10/24/00 17:00
Identify Security Issues	1 day	10/25/00 8:00	10/25/00 17:00
Identify Access Restrictions	1 day	10/26/00 8:00	10/26/00 17:00
Schedule Regular Meeting with POCs	1 day	10/2/00 8:00	10/2/00 17:00
In SO-30	1 day	10/2/00 8:00	10/2/00 17:00
SO-30 - Yvonne Contee	1 day	10/2/00 8:00	10/2/00 17:00

SO-31 - Bernadette Crehan	1 day	10/2/00 8:00	10/2/00 17:00
SO-33 - Yolanda Robles	1 day	10/2/00 8:00	10/2/00 17:00
SO-34 - Zelma Sheldon	1 day	10/2/00 8:00	10/2/00 17:00
SO-343 - Gloria Paige	1 day	10/2/00 8:00	10/2/00 17:00
SO-344 - Nancy Collins	1 day	10/2/00 8:00	10/2/00 17:00
In HQ Staff Offices	1 day	10/2/00 8:00	10/2/00 17:00
MA	1 day	10/2/00 8:00	10/2/00 17:00
CR	1 day	10/2/00 8:00	10/2/00 17:00
GC	1 day	10/2/00 8:00	10/2/00 17:00
WT	1 day	10/2/00 8:00	10/2/00 17:00
CI	1 day	10/2/00 8:00	10/2/00 17:00
PC	1 day	10/2/00 8:00	10/2/00 17:00
ED	1 day	10/2/00 8:00	10/2/00 17:00
IA	1 day	10/2/00 8:00	10/2/00 17:00
PA	1 day	10/2/00 8:00	10/2/00 17:00
PO	1 day	10/2/00 8:00	10/2/00 17:00
SO-20	1 day	10/2/00 8:00	10/2/00 17:00
Secretary's Office	1 day	10/2/00 8:00	10/2/00 17:00
Information Management	95 days	10/2/00 8:00	2/9/01 17:00
Collect Data from SO 30 Organizations	35 days	10/2/00 8:00	11/17/00 17:00
File Plans/RIDS	30 days	10/2/00 8:00	11/10/00 17:00
Review File Plans	30 days	10/2/00 8:00	11/10/00 17:00
Organize File Plan by Function	1 day	10/2/00 8:00	10/2/00 17:00
Analyze the Data	30 days	10/2/00 8:00	11/10/00 17:00
Simplify File Plan	30 days	10/2/00 8:00	11/10/00 17:00
Store the Data	35 days	10/2/00 8:00	11/17/00 17:00
Enter Record Schedules	5 days	11/13/00 8:00	11/17/00 17:00
Enter File Plans	30 days	10/2/00 8:00	11/10/00 17:00
Collect Data from HQ Staff Offices	65 days	11/13/00 8:00	2/9/01 17:00
File Plans/RIDS	65 days	11/13/00 8:00	2/9/01 17:00
Review File Plans	60 days	11/13/00 8:00	2/2/01 17:00
Organize File Plan by Function	5 days	2/5/01 8:00	2/9/01 17:00
Analyze the Data	60 days	11/20/00 8:00	2/9/01 17:00
Simplify File Plan	60 days	11/20/00 8:00	2/9/01 17:00
Store the Data	61 days	11/17/00 8:00	2/9/01 17:00
Enter Record Schedules	60 days	11/20/00 8:00	2/9/01 17:00
Enter File Plans	60 days	11/17/00 8:00	2/8/01 17:00
Develop Policy and Guidance	1 day	2/9/01 8:00	2/9/01 17:00
Engineer Design Planning	95 days	10/2/00 8:00	2/9/01 17:00
Design the Pilot	95 days	10/2/00 8:00	2/9/01 17:00
Determine Applications to Be Integrated	95 days	10/2/00 8:00	2/9/01 17:00
On the Servers	2 wks	10/2/00 8:00	10/13/00 17:00
On the Client PCs	2 wks	1/29/01 8:00	2/9/01 17:00
Storage Area Network / Records Management	95 days	10/2/00 8:00	2/9/01 17:00
Evaluate Network Appliance Solution	15 days	10/2/00 8:00	10/20/00 17:00
Evaluate MTI SAN Solution	15 days	10/2/00 8:00	10/20/00 17:00
Evaluate EMC SAN Solution	1 day	10/2/00 8:00	10/2/00 17:00
Make Procurement Solution (NAS vs SAN)	10 days	10/2/00 8:00	10/13/00 17:00
Procure / Receive Recommended Solution	25 days	10/2/00 8:00	11/3/00 17:00
Prepare Production Foremost SQL & Document Servers	4 days	10/2/00 8:00	10/5/00 17:00
Install ForeMost application on Servers	1 day	10/2/00 8:00	10/2/00 17:00
Order Power & LAN connectivity for ForeMost & NAS systems	30 days	10/2/00 8:00	11/10/00 17:00
Generate Configuration Mgmt Change Request	1 day	10/2/00 8:00	10/2/00 17:00
Receive approval of CM Change Request	10 days	10/2/00 8:00	10/13/00 17:00
Move ForeMost & Doc Mgmt Servers into CA-001	1 day	10/2/00 8:00	10/2/00 17:00

Install & Configure NAS System for use w/ ForeMost	15 days	1/22/01 8:00	2/9/01 17:00
Move Document Repository from local system to NAS	3 days	2/7/01 8:00	2/9/01 17:00
Desktop Configuration Field Testing of ForeMost	4 days	10/2/00 8:00	10/5/00 17:00
Identify/Coordinate Resources (incl DOCS Tech Team)	1 day	10/2/00 8:00	10/2/00 17:00
Review Requirements	1 day	10/2/00 8:00	10/2/00 17:00
Coordinate Schedule for Testing	0.5 days	10/2/00 8:00	10/2/00 12:00
Identify Desktops	4 days	10/2/00 8:00	10/5/00 17:00
Setup Desktop Testing Lab	3 days	10/2/00 8:00	10/4/00 17:00
Implement Testing	3 days	10/2/00 8:00	10/4/00 17:00
Technical Review of Software	3 days	10/2/00 8:00	10/4/00 17:00
Desktops	2 days	10/2/00 8:00	10/3/00 17:00
Document Results	2 days	10/2/00 8:00	10/3/00 17:00
Review Results/Approval	3 days	10/2/00 8:00	10/4/00 17:00
Incorporate/Test Adjustments	2 days	10/2/00 8:00	10/3/00 17:00
Test the ForeMost Product	1 day	10/2/00 8:00	10/2/00 17:00
Determine Network Security	10 days	10/19/00 8:00	11/1/00 17:00
For NT Logon	5 days	10/19/00 8:00	10/25/00 17:00
For Password Protection	5 days	10/26/00 8:00	11/1/00 17:00
Prepare Test Plans	15 days	1/22/01 8:00	2/9/01 17:00
Network - By Email Group	1 day	2/9/01 8:00	2/9/01 17:00
Desktop - By Desktop Support	1 day	2/9/01 8:00	2/9/01 17:00
ForeMost Software - By Recs Mgt Division	15 days	1/22/01 8:00	2/9/01 17:00
Identify Test Scenarios	5 days	1/22/01 8:00	1/26/01 17:00
Test the Scenarios	5 days	1/29/01 8:00	2/2/01 17:00
Document Results	5 days	2/5/01 8:00	2/9/01 17:00
Review/Approve Results	5 days	2/5/01 8:00	2/9/01 17:00
Incorporate/Test Adjustments	5 days	2/5/01 8:00	2/9/01 17:00
Coordinate and Consolidate Test Plans	1 day	10/2/00 8:00	10/2/00 17:00
Install ForeMost Software	10 days	10/2/00 8:00	10/13/00 17:00
On the Server	5 days	10/2/00 8:00	10/6/00 17:00
On the Client PCs	10 days	10/2/00 8:00	10/13/00 17:00
Identify Performance Issues	1 day	10/2/00 8:00	10/2/00 17:00
With the Network	1 day	10/2/00 8:00	10/2/00 17:00
With the Desktop (Tivoli)	1 day	10/2/00 8:00	10/2/00 17:00
Resolve Performance Issues	1 day	10/2/00 8:00	10/2/00 17:00
With the Network	1 day	10/2/00 8:00	10/2/00 17:00
With the Desktops	1 day	10/2/00 8:00	10/2/00 17:00
Do Installation Analysis	1 day	10/2/00 8:00	10/2/00 17:00
Determine Training Requirements	2 days	10/2/00 8:00	10/3/00 17:00
For Records Management Review	1 day	10/2/00 8:00	10/2/00 17:00
For Use of ForeMost Software	1 day	10/2/00 8:00	10/2/00 17:00
System/Database Administrators	1 day	10/2/00 8:00	10/2/00 17:00
Records Managers	1 day	10/2/00 8:00	10/2/00 17:00
Technical Support	1 day	10/2/00 8:00	10/2/00 17:00
Trainers	1 day	10/2/00 8:00	10/2/00 17:00
End Users	1 day	10/2/00 8:00	10/2/00 17:00
Facility	1 day	10/2/00 8:00	10/2/00 17:00
Documentation Required	1 day	10/2/00 8:00	10/2/00 17:00
Administrators' Manuals	1 day	10/2/00 8:00	10/2/00 17:00
End Users' Manuals	1 day	10/2/00 8:00	10/2/00 17:00
Technical Support Guides	1 day	10/2/00 8:00	10/2/00 17:00
Train the Trainer Manuals	1 day	10/2/00 8:00	10/2/00 17:00
Determine Location of Training	1 day	10/2/00 8:00	10/2/00 17:00
On Site	1 day	10/2/00 8:00	10/2/00 17:00
Off Site	1 day	10/2/00 8:00	10/2/00 17:00

Schedule and Conduct Training	1 day	10/3/00 8:00	10/3/00 17:00
Records Officers/Administrators	1 day	10/3/00 8:00	10/3/00 17:00
Technical Support	1 day	10/3/00 8:00	10/3/00 17:00
End Users	1 day	10/3/00 8:00	10/3/00 17:00
SO-30 Participants	1 day	10/3/00 8:00	10/3/00 17:00
HQ Staff Offices	1 day	10/3/00 8:00	10/3/00 17:00
Implementation	72.5 days	10/2/00 8:00	1/10/01 12:00
Field Testing	1 day	10/2/00 8:00	10/2/00 17:00
Activate ForeMost from Test Desktops	1 day	10/2/00 8:00	10/2/00 17:00
Document Results	1 day	10/2/00 8:00	10/2/00 17:00
Review/Approve Results	1 day	10/2/00 8:00	10/2/00 17:00
Incorporate/Test Adjustments	1 day	10/2/00 8:00	10/2/00 17:00
Rollout in SO-30	72.5 days	10/2/00 8:00	1/10/01 12:00
In the Records Management Division	5 days	10/2/00 8:00	10/6/00 17:00
In the remaining CIO Offices	72.5 days	10/2/00 8:00	1/10/01 12:00
Prepare Implementation Plan	5 days	10/2/00 8:00	10/6/00 17:00
Review/Approve Plan	5 days	10/9/00 8:00	10/13/00 17:00
Coordinate with POCs	1 day	10/16/00 8:00	10/16/00 17:00
Develop Schedule	5 days	10/2/00 8:00	10/6/00 17:00
Notify End Users	1 day	10/9/00 8:00	10/9/00 17:00
Conduct End User Training	20 days	10/10/00 8:00	11/6/00 17:00
Activate Rollout	25 days	11/7/00 8:00	12/11/00 17:00
Monitor Activity Daily	25 days	11/7/00 8:00	12/11/00 17:00
Record Results	2.5 days	12/12/00 8:00	12/14/00 12:00
Review/Approve Results	14 days	12/14/00 13:00	1/3/01 12:00
Incorporate/Test Adjustments	5 days	1/3/01 13:00	1/10/01 12:00
Rollout in HQ Staff Offices	60 days	10/2/00 8:00	12/22/00 17:00
Prepare Implementation Plan	5 days	10/2/00 8:00	10/6/00 17:00
Review/Approve Plan	5 days	10/2/00 8:00	10/6/00 17:00
Coordinate with POCs	1 day	10/2/00 8:00	10/2/00 17:00
Develop Schedule	5 days	10/2/00 8:00	10/6/00 17:00
Notify End Users	1 day	10/2/00 8:00	10/2/00 17:00
Conduct End User Training	45 days	10/2/00 8:00	12/1/00 17:00
Activate Rollout	60 days	10/2/00 8:00	12/22/00 17:00
Monitor Activity Daily	60 days	10/2/00 8:00	12/22/00 17:00
Record Results	60 days	10/2/00 8:00	12/22/00 17:00
Review/Approve Results	14 days	10/2/00 8:00	10/19/00 17:00
Incorporate/Test Adjustments	5 days	10/2/00 8:00	10/6/00 17:00
Implementation Analysis	17 days	10/2/00 8:00	10/24/00 17:00
Evaluate the Pilot	17 days	10/2/00 8:00	10/24/00 17:00
Prepare Evaluation Criteria & Analyze Results	17 days	10/2/00 8:00	10/24/00 17:00
Identify Success Factors	1 day	10/2/00 8:00	10/2/00 17:00
Lessons Learned	1 day	10/3/00 8:00	10/3/00 17:00
Prepare and Deliver Evaluation Report	15 days	10/4/00 8:00	10/24/00 17:00
Disaster Recovery	56 days	10/2/00 8:00	12/18/00 17:00
Do a Risk Analysis	1 day	10/2/00 8:00	10/2/00 17:00
Determine Issues	1 day	10/2/00 8:00	10/2/00 17:00
System Failure	1 day	10/2/00 8:00	10/2/00 17:00
Impact of "Down Time"	1 day	10/2/00 8:00	10/2/00 17:00
Contingency Plan during "Down Time"	1 day	10/2/00 8:00	10/2/00 17:00
Data Protection	1 day	10/2/00 8:00	10/2/00 17:00
Backup and Restore	1 day	10/2/00 8:00	10/2/00 17:00
Remote Backup	1 day	10/2/00 8:00	10/2/00 17:00
Off site Storage	1 day	10/2/00 8:00	10/2/00 17:00
Analyze the Impact on Business	5 days	10/3/00 8:00	10/9/00 17:00

Develop Disaster Recovery Plan	20 days	10/10/00 8:00	11/6/00 17:00
Review Disaster Recovery Plan	15 days	11/7/00 8:00	11/27/00 17:00
Obtain Approval of Disaster Recovery Plan	15 days	11/28/00 8:00	12/18/00 17:00